



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/800,854	03/07/2001	Travis Parry	10003552-1	5600

7590 07/30/2004
HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, CO 80527-2400

EXAMINER	
ENG, GEORGE	
ART UNIT	PAPER NUMBER
2643	10

DATE MAILED: 07/30/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/800,854

Applicant(s)

PARRY, TRAVIS

Examiner

George Eng

Art Unit

2643

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 13 May 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,6,15,17 and 19-28 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,6,15,17 and 19-28 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. This Office action is in response to the amendment filed 5/13/2004 (paper no. 10).

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1, 6 and 21-22 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ulinski (US PAT. 5,325,156) in view of Peters (US PAT. 5,769,269).

Regarding claim 1, Ulinski discloses a method for providing customer support to a peripheral device user comprising the steps of receiving a request from a user to contact a customer support representative with a customer support unit, i.e., a user interface (11, figure 1), integrated with a peripheral device that is a electro-photographic reproduction machine (10, figure 1), which is obviously including wide variety of machines, i.e., a printer, a facsimile machine, a scanner, or multifunction peripheral, when the peripheral device has a problem (col. 4 lines 19-27), establishing a communication link between the customer support representative and the user with the customer support unit (col. 4 lines 28-54), transmitting data between the customer support representative to the user while the user is at the peripheral device via the

Art Unit: 2643

customer support unit (col. 4 lines 54-55), and presenting status and setting information from the peripheral device to the customer support representative while the communication link is active to enable the customer support representative to consult the user as to how the user can correct the problem with the peripheral device (col. 5 lines 7-68). Ulinski differs from the claimed invention in not specifically teaching the customer support unit capable of performing audio and video communications. However, Peters teaches a vending system integrated with customer support unit capable of providing audio and video communication between customer and customer service representative during abnormal operations in order to make user friendly by improving the vending system in capable of providing audio and video communication with customer service representative during abnormal operations (col. 8 line 63 through col. 9 line 18 and col. 15 line 27 through col. 16 line 15). Ulinski and Peters are combinable because they are in the same field of endeavor, i.e., establishing a communication between customer and customer support representative. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the peripheral device of Ulinski in capable of performing audio and video communications, as per teaching of Peters, in order to make user friendly by improving the peripheral device in capable of providing audio and video communication with customer service representative during abnormal operations.

Regarding claims 6, Ulinski teaches the step of permitting the customer support representative to change setting of the peripheral device while the communication link is active so that the user can confirm that the problem has been corrected before breaking contact with the customer service representative (col. 5 lines 28-43).

Regarding claim 21, the limitations of the claim are rejected as the same reasons set forth in claim 1.

Regarding claim 22, Peters teaches to transmit communications of the customer support representative comprising the steps of transmitting audio and video data of the customer support representative to the customer support unit, while the user is at the equipment (col. 15 lines 42-55).

4. Claims 15, 17, 19 and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ulinski (US PAT. 5,325,156) in view of Peters (US PAT. 5,769,269) and Lee US PAT. 6,542,897 hereinafter Lee).

Regarding claim 15, Ulinski discloses a system for providing customer support to a user of a peripheral device (10, figure 1) comprising a internal computer (22, figure 1) functioning as a web server module of the peripheral device that is adapted to collect information as to the status and settings of the peripheral device (col. 2 line 48 through col. 3 line 3), a customer support unit, i.e., a user interface (11, figure 1), that is adapted to be integrated with and electrically connected to the peripheral device, the customer support unit comprising a display that are adapted to present data of a customer support representative to the user (col. 5 lines 7-43), and network interface devices (48, figure 2) that are adapted to transmit and receive communications between the user and the customer service representative across a network (col. 3 lines 8-14), wherein the customer support unit being configured to receive a request from a user to contact a customer support representative and establish a communication link between the user and the customer support representative (col. 4 lines 19-54). Ulinski differs from the

Art Unit: 2643

claimed invention in not specifically teaching the customer support unit comprises speaker and a display that is adapted to present audio and video data of the customer support representative and a microphone and video camera that is adapted to capture audio and video data of the user in order to perform audio and video communications. However, Peters teaches a vending system integrated with customer support unit comprising a speaker (66, figure 1A), a display (50, figure 1A), a microphone (43, figure 1A) and a camera (42, figure 1A) for providing audio and video communication between customer and customer service representative in order to make user friendly by improving the vending system in capable of providing audio and video communication with customer service representative (col. 8 line 63 through col. 9 line 18 and col. 15 line 27 through col. 16 line 15). Ulinski and Peters are combinable because they are in the same field of endeavor, i.e., establishing a communication between customer and customer support representative. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the peripheral device of Ulinski in having the speaker and display that is adapted to present audio and video data of the customer support representative and the microphone and video camera that is adapted to capture audio and video data of the user for performing audio and video communications, as per teaching of Peters, in order to make user friendly by improving the peripheral device in capable of providing audio and video communication with customer service representative. Furthermore, neither Ulinski nor Peters teaches the web server module of the peripheral that is adapted to generate web pages containing the status and setting information. However, Lee teaches a customer support system using an Internet having a user computer including Internet communications means that can be connected to the customer support server through Internet (abstract) and a customer support

Art Unit: 2643

engine for generating web pages containing status and setting information of the peripheral device (col. 4 line 50 through col. 5 line 22), thereby enhances customer support service quality of a consumer products while saving after-service cost. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the combination of Ulinski and Peters in having the web server module of the peripheral that is adapted to generate web pages containing the status and setting information, as per teaching of Lee, in order to enhance customer support service quality of a consumer products while saving after-service cost.

Regarding claim 17, Ulinski discloses the network interface devices include a modem (48, figure 2) adapted to transmit and receive communications (col. 3 lines 4-14, as well as Lee (figure 1).

Regarding claim 19, Ulinski teaches a communication module (11, figure 1) for facilitating communications between the system and a customer support representative (col. 4 lines 19-34), as well as Peters (col. 8 line 63 through col. 9 line 11).

Regarding claim 20, the limitations of the claim are rejected as the same reasons set forth in claim 15.

5. Claims 23-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ulinski (US PAT. 5,325,156) in view of Peters (US PAT. 5,769,269) as applied in claim 21 above, and further in view of Houghton et al. (US PAT. 6,009,153 hereinafter Houghton).

Regarding claim 23, the combination of Ulinski and Peters differs from the claimed invention in not specifically teaching to provide configuration information comprising posting

Art Unit: 2643

the configuration information to a web page using an embedded web server of the peripheral device. However, Houghton discloses a customer support method comprising the step of providing configuration information from a configuration server (10, figure 1) comprising posting configuration information to a IP address, i.e., a web page, using a programmable controller (140, figure 2), read as an embedded web server of the peripheral device (col. 5 line 30 through col. 7 line 5 and col. 9 lines 46-67). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the combination of Ulinski and Peters in having the web server module for providing information comprising posting the configuration information to the web page using the embedded web server of the peripheral device, as per teaching of Houghton, because it makes user friendly so that it provides enhanced programming ease for a user of the peripheral device.

Regarding claim 24, Houghton teaches to permit the customer support representative to change a setting on the peripheral device remotely (col. 6 lines 55-65).

6. Claims 25-28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Houghton et al. (US PAT. 6,009,153 hereinafter Houghton) in view of Peters (US PAT. 5,769,269).

Regarding claim 25, Houghton discloses a peripheral device (5, figure 2) comprising a scanner (100, figure 2) and a programming controller (140, figure 2) read as an embedded web server configured to collect and post peripheral device configuration information, a customer support unit (20, figure 1) comprising a microphone and a speaker, and network interface devices (125, figure 2) for enabling transmission of data between the user and the representative (col. 5 line 30 through col. 7 line 5 and col. 9 lines 46-67). Houghton differs from the claimed invention

Art Unit: 2643

in not specifically teaching the customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative. However, it is old and notoriously well known in the art of using the customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative upon the peripheral device user's discovery a problem of the peripheral device, for example see Peters (col. 8 line 63 through col. 9 line 18 and col. 15 line 27 through col. 16 line 15) in order to make user friendly by improving the operating device in capable of providing audio communication with customer service representative. Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Houghton in having the customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative, as per teaching of Peters, in order to make user friendly by improving the operating device in capable of providing audio with customer service representative.

Regarding claim 26, Houghton teaches the programmable controller configured to receive remote commands transmitted by the representative to change setting on the peripheral device (col. 6 line 55 through col. 7 line 5).

Regarding claims 27-28, Peters teaches the customer support unit comprising a camera (42, figure 1A) for collecting video data of the user and a display (50, figure 1A) for displaying video data of the representatives.

Response to Arguments

Art Unit: 2643

7. Applicant's arguments with respect to claims 1, 6, 15, 17 and 19-28 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Mahany et al. (US PAT. 6,654,378) discloses a communication system including a mobile service station being used to provide transactional support within a premise (abstract).

Aikens et al. (US PAT. 5,414,494) discloses a method of automatic notification to select remote devices in response to machine condition detected by a machine-monitoring element including displaying machine condition options (abstract).

Ito (US PAT. 5,373,349) discloses a copying machine for connecting a control center and a communication line by activating a modem when a trouble is detected (col. 2 lines 6-32).

Wolstenholme et al. (US PAT. 5,297,256) discloses a digital image processing system for passing monitored signals between customer site and customer support console (col. 1 line 59 through col. 4 line 13).

9. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO**

Art Unit: 2643

MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

10. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks

Washington D.C. 20231

Or faxed to:

(703) 872-9306 (for Technology Center 2600 only)

Hand delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, V.A., Sixth Floor (Receptionist).

11. Any inquiry concerning this communication or earlier communications from the examiner should be directed to George Eng whose telephone number is 703-308-9555. The examiner can normally be reached on Tuesday to Friday from 7:30 AM to 6:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Curtis A. Kuntz, can be reached on (703) 305-4870. The fax phone number for the organization where this application or proceeding is assigned is 703-308-6306.

Art Unit: 2643

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-0377.

A handwritten signature in cursive script that reads "George Eng". The signature is written in black ink and is positioned above the printed name and title.

George Eng
Primary Examiner
Art Unit 2643